



Navistar, Inc.  
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A NAVISTAR COMPANY

## IMPORTANT SAFETY RECALL 14505

MARCH 2014

Dear INTERNATIONAL® Customer,

This notice applies to your vehicle identified on the enclosed card and is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Navistar has decided that a defect which relates to motor vehicle safety exists in certain DuraStar® and TerraStar® model trucks intended for emergency operations built 25 February 2010 thru 18 February 2013 with MaxxForce® 7 engines.

### **REASON FOR THIS RECALL**

Emergency vehicle applications that originally left the assembly plant with Engine Warning Protection Shutdown (EWPS) disabled may have inadvertently had the EWPS enabled, when programmed in the field for other programming changes. If certain engine faults occur, this could lead to a loss of power and eventual engine shut down.

### **RISK TO MOTOR VEHICLE SAFETY**

Progression from derate to engine shut down during emergency vehicle procedures could increase the risk of injury to a patient or the public.

### **DEFECT REMEDY**

The repair will involve recalibration of ECM software. Dealers have software and instructions to repair your vehicle. The repair will be performed free of charge and take approximately 45 minutes to complete.

### **ACTIONS YOU SHOULD TAKE**

**If you own this vehicle**, please schedule an appointment with any INTERNATIONAL® dealer to have your vehicle repaired. You can find your nearest dealer by calling 1-

800-448-7825 or by using the dealer locator at <http://www.internationaltrucks.com>.

**If you have already paid for repairs that corrected the defect**, you may be eligible for reimbursement of certain repair expenses. Present your original repair paperwork and proof of payment to any INTERNATIONAL® dealer and your eligibility will be reviewed. You may also submit a claim using the enclosed Request for Reimbursement card.

**If you are the lessor of this vehicle**, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

**If you do not own this vehicle**, please fill out and return mail the enclosed card so that you will not be contacted again about this recall.

### **IF YOU NEED FURTHER ASSISTANCE**

If you believe that Navistar has failed to remedy the defect without charge or within a reasonable time, please follow the procedure described in the Owner Assistance Guide section in your Owner's Manual or call toll free 1-800-448-7825.

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Navistar requests your prompt attention and patience regarding the correction of this defect and apologizes for any inconvenience this may cause you.

**Navistar, Inc.**